



# Performance Dashboard

## ON TIME

January 28 –  
February 1

**95.10%**

Delivery before bell

**93.30%**

Delivery 35 - 5 min before bell

**89.20%**

On-Time Delivery  
30 - 10 min before bell

## CUSTOMER FOCUSED

January 28 – February 1

Avg. Call Duration **1:03 min**

Avg. Call Wait Time **1:06 sec**

# Calls Answered **2160**

% Calls Answered **79.70%**

Parent Call Center

## SAFE

December 2012

**1.5**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of January 14, 2013

**8 years**

Average age of fleet

## EFFICIENT

January 28 – February 1

**100%**

Routing changes  
implemented within 3 days